
From: XenophonFarm@aol.com
Sent: Thursday, February 19, 2009 10:39 AM
To: Williams, Catrice (DTC)
Subject: Fwd: Verizon phone service in Western Mass--Leverett

From: Xenophon Farm
To: catrice.williams@state.ma.us
Sent: 2/19/2009 10:34:31 A.M. Eastern Standard Time
Subj: Verizon phone service in Western Mass--Leverett

Dear Ms. Williams,

In response to your request for feedback regarding telephone service, I have attached I record I kept during November 2008 through early January.

The following is the PHONE SERVICE RECORD from November 24 through January 5, 2009

During this time phone service was very poor or nonexistent for over 50% of the time.

For the KACHAVOS household at 17 Old Long Plain Road, Leverett, MA 01054 413-548-9918

Please note that the following record is not unusual, rather it is typical of the service we have had for the past **seven to eight years**. As the lines continue to age, the situation has gotten worse. Repeated calls to MCI and Verizon yield temporary relief, but the problems always return.

Inferior and inconsistent phone service also has a negative impact on internet computer use and as you may know, Verizon is not providing high speed service to much of our area.

Not only is this an inconvenient situation, but it is a dangerous one. There are times when we cannot hear and cannot be heard by the parties we are calling. It is frightening to think about having a 911 emergency need for fire, health or crime support and not being able to depend on our phone service. We have repeatedly requested help and while they apply band aids, they are not addressing the basic problem. We believe that Verizon is negligent and perhaps even liable if there was ever a life threatening emergency and we could not get help because of the failure of the phone service.

Monday, November 24 to Saturday, November 29 Thanksgiving week.

Impossible to hear over static and buzzing.

Verizon sent repair and phone lines were adequate for 4-5 days

December 9-10 rain

Terrible—impossible to hear callers

MCI promised repair by Thursday pm

December 12

Trying to reach 89 year old father in NH during ice storm—could barely hear over static and buzz

7:00pm phones better, could hear other parties

Dec 13—phone fine

Dec 14

by 10:00 am static getting worse. Trying to call relatives in Netherlands who were worried about Dad in the ice storm. Could not get through. Static severe.

After 12:00pm NO SERVICE in or out. Phone would ring once and then nothing.

Dec 15, Monday NO SERVICE in or out. Called MCI from cell phone

7:00 pm dial tone

11:00 pm severe static

Dec 16

7:00 am no dial tone 7:40 static by evening no phone service

Dec 17

Fairly good—only a little static

Dec 18-19 fairly good ,small degree of static

Dec 22 no phone—phone rings then stops, but no dial tone

Dec 24-28 Loud static very hard to hear

December 30-Jan 5 We have had generally acceptable phone service.

I hope this record will help to illustrate how urgent is the need to bring the telephone service up to date.

Sincerely,

Elaine Kachavos

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